Abstract

Methods and systems are provided for improving the accuracy of a speech recognition system in recognizing alphabetic character input. If spoken alphabetic characters are erroneously recognized by a speech recognition system, a user may reenter

5   the alphabetic characters using DTMF key tones on the user's telephone keypad to assist the speech recognition system in determining the correct input. If the input is originally input using DTMF key tones, the user may reenter the input as spoken alphabetic characters to assist the system to identify the correct input from the combinations of input that may be associated with the DTMF key tone entry.

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